



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Charter Fiberlink-Illinois, LLC**  
**for quarter ending December 31, 2005**

<b>Out of Service More Than 24 Hours</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$1,920.21	\$822.81	\$2,743.02
B. Number of credits issued for repairs - 24 - 48 hours	0	37	40	77
C. Number of credits issued for repairs - 48 - 72 hours	0	14	11	25
D. Number of credits issued for repairs - 72 - 96 hours	0	11	6	17
E. Number of credits issued for repairs - 96 - 120 hours	0	2	3	5
F. Number of credits issued for repairs > 120 hours	0	11	4	15
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$2,900.00	\$6,215.00	\$9,115.00
B. Number of installations after 5 business days	0	30	127	157
C. Number of installations after 10 business days	0	6	13	19
D. Number of installations after 11 business days	0	18	16	34
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$5,800.00	\$6,200.00	\$12,000.00
B. Number of customers receiving credits	0	116	124	240
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**